

Fitchburg Gas and Electric Light Company

February 28, 2003

<i>PENALTY PROVISIONS</i>	Years in Database	Mean and Benchmark*		Performance in 2002	Comments
Telephone Service Factor: Non-Emergency Calls (%)	5	mean	53.3%	64.4%	
		benchmark	43.4%		
Telephone Service Factor: Emergency Calls (%)	2	mean	79.4%	80.7%	
		benchmark	not applicable		
Service Appointments Met As Scheduled (%)	3	mean	98.5%	99.3%	
		benchmark	97.9%		
On-Cycle Meter Readings (%)	5	mean	90.1%	92.9%	
		benchmark	86.3%		
Consumer Division Cases	10	mean	62.3	58.0	
		benchmark	80.7		
Billing Adjustments (\$/1,000 Customers)	9	mean	\$44.46	\$50.35	
		benchmark	\$127.27		
Lost Work Time Accident Rate (# of acc/200,000 employee hrs)	10	mean	9.62	1.02	
		benchmark	13.58		
Response to Odor Calls (%)	5	mean	98%	99%	Benchmark threshold based on subtracting 1% deadband to 95% in accordance with SQ plan.
		benchmark	94%		

*Benchmark is the highest (lowest) threshold created by adding (subtracting) the deadband to (from) the mean.

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Staffing Levels	6	mean	102	86	Mean is November 1997 staffing level. Benchmark has not yet been determined. See section III.
Restricted Work Day Rate (# of acc/200,000 employee hrs)	2	mean	2.1	0.0	
Property Damage > \$5K (# of incidents)	2	mean	0	0	
Unaccounted for Gas (% and Dkths)	2	mean	1.13% 30,648	1.69% 47,517	
Capital Expenditures (# of projects & total \$)	10	mean mean	11 \$3,178,796	10 \$3,293,824	
Critical Spares Policy	not applicable	mean	not applicable	not applicable	Policy provided in section III.
Customer Surveys (scale 1-7):					
Random-customer satisfaction	1	mean	5.2	5.2	
Calls-customer specific	1	mean	6.1	6.1	
Accidents	not applicable	mean	not applicable	not applicable	FG&E reports accidents in accordance with VII. F. of its SQ plan.
Customer Service Guarantees (#; total \$)	1	mean mean	0 \$0	0 \$0	